User Institution Name:	KENYA ENTREPERENUERSHIP EMPOWERMENT FOUNDATION
Software's Name:	MIFOS
Software Provider's Name:	Grameen Foundation

AUTHORIZATION

Do you authorize the CGAP Microfinance Technology Resource Center to release the following questionnaire on its web site?	YES
if YES, do you wish the questionnaire to be anonymous? *(In this case, the fields marked with # and typed in italic will not be published)*	non anonymous

Comments indicated by a little red triangle in top right hand corner of cells drive you through questionnaire explaining whether a number, a rating, a comment is expected from you

Dotted blue zones like this one are to be filled with free text or figures

Stripped blue zones like this one contain drop down menus from which to pick up your answer. It is critical to choose amongst those answers (if you experience not finding your answer, please contact us)

| | |

INSTITUTION PROFILE

General information	Choice lists	Free answers / Descriptions / Comments
# Name		**KENYA ENTREPERENUERSHIP EMPOWERMENT FOUNDATION**
Country	**Kenya**	
Region	**Sub Saharan Africa**	
Language most spoken in operating region		**English**
# Year of creation		**2004**
Legal status	**Non profit**	
if other, precise		
# Contact information		**Daniel Kimani Kariuki, daniel@keefkenya.org,+254 722 440419, Chief Executive Officer**
Size of the institution	**MEDIUM(5,000 - 25,000 clients)**	**8953**
Branches network and type of environment (Urban / Rural)		
Total number of branches		**2**
Nb of branches in urban area		**0**
Number of urban computerized locations		**1**
Nb of branches in rural area		**1**
Number of rural computerized locations		**1**
Staff overview		
Total Number of staff	20	**19**
Cashiers		
Loan Officers	10	**10**
Branch Managers	2	**2**
Other Branch staff	3	**3**
Head Office staff	4	**4**
Others	1	**1**
Total Number of staff in the IT department?		**2**
How many IT staff is involved in the day to day management of the microfinance software?		**2**
Full time equivalent ?		**2**
% of IT department		**10%**
Main products		
Loans		7
Individual clients	**YES**	**123**
Solidarity groups with individual loans	**YES**	**313**
Solidarity groups with group loans	**NO**	**0**
Others	**NO**	**0**
Deposits		
Saving account	**NO**	
Current account	**NO**	
Overdraft account	**NO**	
Term deposit	**NO**	
Planned saving	**NO**	
Group saving	**YES**	
Other (user defined)	**YES**	
Other products and services		
Payment cards	**NO**	
Payment services (bills, utility management)	**NO**	
Foreign exchange service	**NO**	
National transfers	**NO**	
International transfers	**NO**	
Western Union / Money Gram / Other	**NO**	
SWIFT	**YES**	
Insurance	**YES**	
Other products and services		

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OVERVIEW OF YOUR MANAGEMENT INFORMATION SYSTEM (MIS)		
Systems implemented and used by your institution	Choice lists	Free answers / Descriptions / Comments
Name of your microfinance or banking software		**MIFOS**
Name of the vendor		**Grameen Foundation**
Additional softwares or in-house systems		
Accounting	**YES, a software**	**PASTEL 2009**
If yes, is the system interfaced with your microfinance or banking system ?	**YES**	**Direct,**
Human resources management	**YES, a software**	
If yes, is the system interfaced with your microfinance or banking system ?	**YES**	
Reporting	**YES, a software**	**PASTEL 2009**
If yes, is the system interfaced with your microfinance or banking system ?	**YES**	
Others (please specify)	**None**	
Connectivity solutions and consolidation		
Connectivity solutions between Head Office and branches	**Wireless**	
Reporting consolidation from branch to head-office	**YES**	
Your microfinance or banking software		MIFOS
Version (exact release currently used)		**MIFOS 1.0**
Have you been through a End of Year process with this release?	**NO**	
Maximum number of accounts handled within your software		**MILLION**
Since when are you using a microfinance or banking information system?		**11/5/2008**
Any change of system since then?	**NO**	
If YES, date		**NOT APPLICABLE**
Names of previous microfinance or banking systems used		**NOT APPLICABLE**
Names of softwares pre-selected before choosing the one you are currently using		**NOT APPLICABLE**
How did you first hear about your current software?		**INTERNET**
In case of problem regarding your system that cannot be solved internally, who helps you?		
The vendor company	**YES**	**NETHERLANDS**
An IT firm different from vendor	**YES**	**KENYA KIAMBU**
Other		
Do you have a maintenance contract with the above mentioned company?	**YES**	
If NOT, how do you contract to obtain support?		
Have you had any serious bug or other problems since the start of operations with the software?	NO	
Nb of releases implemented		NOT APLICABLE
Total number of users of your system	18	**17**
Number of Cashiers using the system	2	**2**
Number of Loan Officers	13	**13**
Number of Branch Managers	2	**2**
Number of Other Branch staff	1	**1**
Number of Head Office staff		**ALL**
Number of Others staff using the system		**NOT APPLICABLE**
Data synchronization between Head Office and the branches	**Centralized on line**	
Any comments regarding the data synchronization?	**YES**	
Do the loan officers and cashiers use the system:		YES
In real time in front of the client?	**YES**	
In batch mode?	**YES**	
Both?	**YES**	
Do you currently intend to change system?	NO	
If YES, are you already in a selection process?	NO	
If YES, names of microfinance or banking systems envisaged		

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Your IT equipment within your institution		
Number of servers		ONE HEAD OFFICE AND BRANCH
Numbers of clients work stations		8
What innovative solutions are used by your institution?		
ATM	NO	
PDA	NO	
Cell phone	YES	
Others	NO	

SATISFACTION REGARDING YOUR MICROFINANCE SYSTEM

Rating - Are you satisfied with your microfinance software?	Rating	Comment
Overall rating	EXCELLENT	USER FRIENDLY
Functionality	**EXCELLENT**	**SIMPLE TO COMPREHEND**
Ease of use:	EXCELLENT	
Languages	GOOD	
Navigation	EXCELLENT	
Data capture	GOOD	
On line help or contextual help	GOOD	
Quality of warning messages	AVERAGE	
Reliability and performances:	EXCELLENT	
Management reporting and data analysis	EXCELLENT	
Implementation, training and support	EXCELLENT	
Rating - Are you satisfied with your software functionalities?	Rating	Comment
Client Information Management	GOOD	
Loan management	EXCELLENT	
Individual clients	GOOD	
Solidarity groups with individual loans	EXCELLENT	
Solidarity groups with group loans	NOT USED	
Village banks with individual loans	NOT USED	
Village banks with group loans	POOR	
Village banking	NOT USED	
Deposits management	NOT APPLICABLE	
Saving account	NOT APPLICABLE	
Current account	NOT APPLICABLE	
Overdraft account	NOT APPLICABLE	
Term deposit	NOT APPLICABLE	
Planned saving	NOT APPLICABLE	
Group saving	NOT APPLICABLE	
Teller management	NOT USED	
Transfer	AVERAGE	
Operational reporting	GOOD	
Regulatory Authorities reporting (Central bank, …)	NOT APPLICABLE	
Share management	EXCELLENT	
Accounting	EXCELLENT	
Additional functionalities	AVERAGE	
Rating - Are you satisfied with your software security features?	Rating	Comment
User profile management	EXCELLENT	the sytem captures all neccesity
Data storage and backup	EXCELLENT	
Audit	GOOD	
Rating - What is your appreciation of the implementation process?	Rating	Comment
Ease of installation	EXCELLENT	
Ease of configuration	GOOD	
Quality of operational training provided	EXCELLENT	
Quality of technical training provided	GOOD	
Rating - What is your appreciation of the customer support?	Rating	Comment
Promptness	EXCELLENT	
Accuracy of answers	EXCELLENT	
Support language adequacy	EXCELLENT	
Overall satisfaction		
Did the software help to improve the services offered by your organization?	YES	ease in retrieving historical data, analysing and tracking client perfomamnce
Would you recommend the product to another MFI?	YES	USER FRIENDLY
Would you recommend the team or company who did the implementation to another MFI?	YES	reliable and dependable support staff and management
In your opinion, is there any important functionality missing?	NO	

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Do you feel any gap between what you bought and what you finally got?	**NO**	
Please include any additional comments you may have here		**mifos makes makes technology accessible to small and big microfinance organisation, there enabling technology to driver in**
What about the quality of documentation?		
Were you provided with an up-to-date technical documentation?	**YES**	
if YES - Appreciation of the documentation (please rate)	**EXCELLENT**	
Were you provided with a user manual?	**YES**	
if YES - appreciation of the user manual? (please rate)	**EXCELLENT**	
Is there an online help / documentation?	**NO**	
if YES - appreciation of the documentation (please rate)		
What about the implementation process?		
Was the implementation process well planned and were deadlines respected?	**YES**	**at times changes were made which affected the time line**
During the implementation did you have to perform adaptations or specific developments to the software?	**YES**	
Did you have to change or adapt your organization or procedures to be in line with the software?	**YES**	
Did you face any unexpected problem during implementation?	**YES**	**method previously used to calculate the interest**
If your institution was not a "green field", how did the data migration go?	**GOOD**	
How did your institution proceed to the implementation process?		
Alone (Go to question 4.1)		
With the vendor of the software (Go to question 4.1)		
With the vendor and a specialized consulting firm (Go to question 3.9.5)	**NO**	
With a specialized consulting firm (Go to question 3.9.5)	**YES**	
# Can you provide the contact details of the consulting firm?	**YES**	254 20 375 2569
CONTACT FOR FURTHER DETAILS		
# Can you give several contacts within your institution that could provide more detailed information?		
# General Manager	e-mail address	Phone number

User Institution Name	ENTREPRENUERSHIP EMPOWERMENT FOUND
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Duration and workload related to your implementation process for the current microfinance software

STEP	Duration	Unit	Number of staff involved	Number of external experts involved	Profile of people involved / Comments
Preparation and need assessment	2	Months	5	2	Consultant
Selection of software	3	Months	6	2	Consultant
From contract signed: Installation and configuration	4	Months	12	2	
Testing / User Acceptance tests	1	Months	12	2	
Pilot phase	2	Months	14	1	
First branch roll-out	2	Months	16	1	
Full roll-out	1	Months	19	1	
TOTAL					

Cost related to your microfinance software, from need assessment up to full branch roll-out including 1 year of maintenance

Product / Service	Type of supplier	Detailed Description / Comment	Cost in local currency	Local currency name	Cost in $
Need Assessment and Selection - Technical Assistance	**Consultancy**	**cost of computers networking , internet**	**1,000,000**	**ksh**	**1250**
Implementation					
Core Software License	**Other**				
Additional modules License	**Other**				
Server License	**Implementation Specialist**				
Database License	**Software Provider** **Software Provider**				
Software editor fees & expenses	**Consultancy**				
Customization	**Implementation Specialist**				
Training	**Implementation Specialist**				
Other (expert technical assistance ...)	**Consultancy**				
Hardware and Telco Connection					
Hardware investment (Servers, Printers, Computers …)		10 computers	**543,000**	**ksh**	**928**
Network infrastructure & security investment			**100000**	**ksh**	**1250**
Network communications (charge of a year after full roll-out)			**82,000**	**ksh**	**1125**
Ohter investments (premices adaptation, electricity fitting etc...)			**65000**	**ksh**	**1000**
Total cost ownership			**40,000**	**ksh**	**352**
Maintenance (yearly cost after full roll-out)			**830000**	**ksh**	**10250**